

Louisiana Medicaid Self-Service Portal

How to Upload Documents

06/27/2019

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It is recommended that you **NOT** use public computers to conduct business that involves entering personal information or passwords. If you must use a public computer to log into the Medicaid Self-Service Portal, be sure to keep your personal information and password private. It is recommended that you use the "private browsing" mode, delete the web activity after use and close Internet browser windows completely.

Introduction

Starting in June 2019, people who apply for or get Louisiana Medicaid can submit documents, such as proof of income, online through the Self-Service Portal (SSP). Use this guide to help upload documents in the SSP. The guide will explain the following:

- [Section 1: When do I submit documents to Medicaid?](#)
- [Section 2: How do I set up an account and log into the Self-Service Portal?](#)
- [Section 3: How do I submit documents if I have a pending application?](#)
- [Section 4: How do I submit documents if I have an existing Medicaid case?](#)
- [Section 5: How do I know if Medicaid received documents I submitted in the SSP?](#)
- [Section 6: How do I link an existing Medicaid case to an SSP account?](#)
- [Section 7: Types of Documents](#)

Section 1 – When Do I Submit Documents to Medicaid?

Medicaid will send you a letter when they need documents to verify the information you reported. They will only request items they need to determine if case members qualify for Medicaid. The most common thing that Medicaid will ask for is proof of income, like check stubs from a job. If you have access to the internet on a computer, mobile device or smartphone, you can scan documents or take pictures of documents and submit them online in the Louisiana Medicaid Self-Service Portal (SSP).

Section 2 – How Do I Set Up an Account and Log into the Self-Service Portal (SSP)?

To upload documents in the Self-Service Portal (SSP), you must create an account in the SSP. Medicaid may need documents if you've applied for Medicaid or if you currently get Medicaid benefits. The first step is to log into the SSP.

Subsection 2.1 – How to Get to the Self-Service Portal

1. Go to www.healthy.la.gov on your computer, mobile device or smartphone.
2. In the middle of the page, a blue box reads **Apply/Renew Medicaid**. Click on this box.
3. Clicking the **Apply/Renew Medicaid** button will take you to the [Self-Service Portal](#).

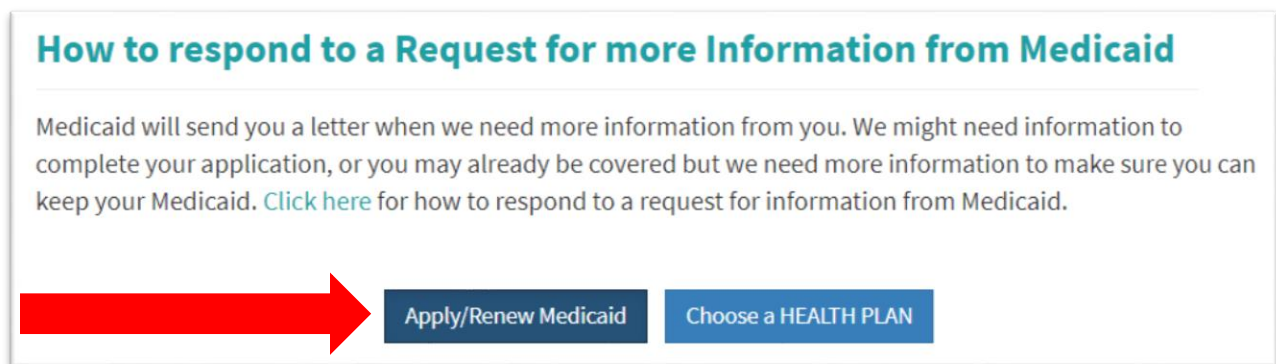


Figure 1 - Healthy.la.gov homepage

Subsection 2.2 – How to Set Up an Account

If you already have an account, skip ahead to [Subsection 2.3 – How to Log In](#). If you followed the steps in [Subsection 2.1 – How to Get to the Self-Service Portal](#), you clicked the **Apply/Renew** button and are now at the Self-Service Portal. The picture you see may be different from the one you see below.

Click on the link labeled, “I would like to create an account.”

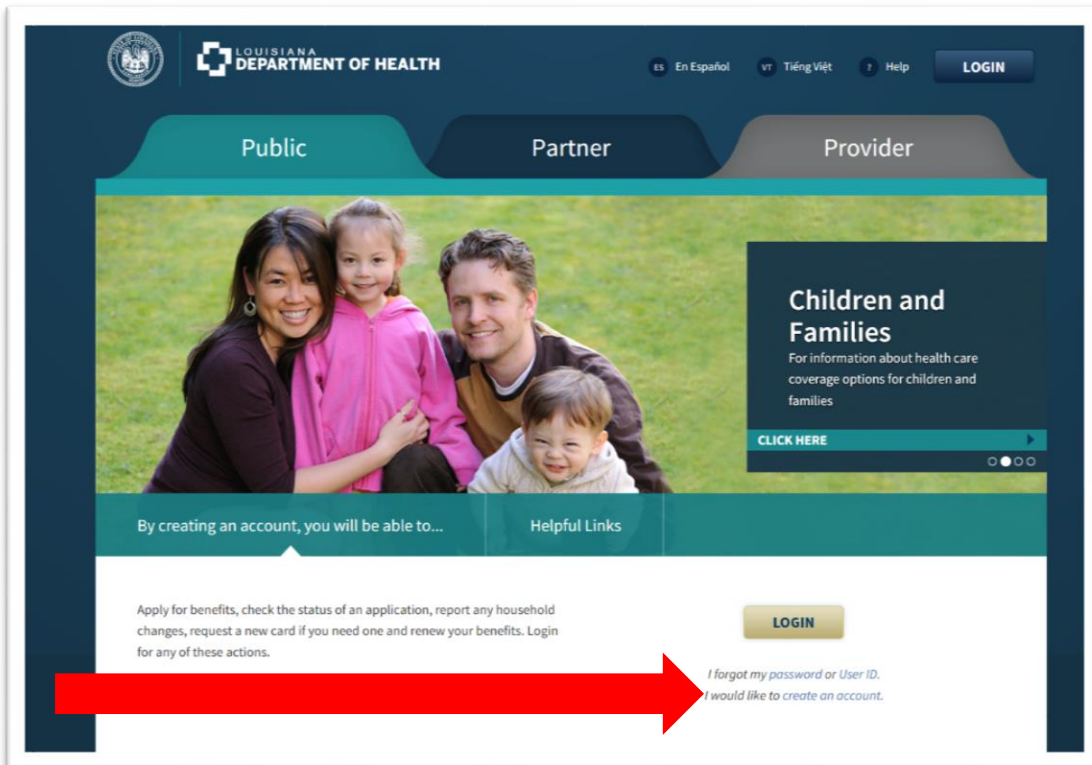


Figure 2-SSP Homepage

Follow the steps below.

- A. You will see the **Before You Create an Account** screen. This will tell you what you need to get started, including that:
 - You will need an email address and access to that email. To finish creating your account we will send an email to you to be sure we have the right contact for your account. That is the last step to create your account. There are links to websites you can visit if you want to create an email account.
 - You will need to provide a user ID, password and a six-digit PIN number. Be sure to save the user ID, password and PIN in a safe place. You will need them later. **DO NOT** use your email address as your User ID.
- B. Click **Next** in the bottom right corner of the screen to move to the **Create an Account** screen. There are three sections you must fill out to create an account:
 - **Step 1:** Personal Information – you will enter your name, email address and phone number.
 - **Step 2:** Account Credentials – you will provide a User ID, password and PIN of your choice. The screen will tell you about system requirements for these fields.

- **Step 3:** Security Check – enter the letters and numbers from the image to prove you are not a robot.
- C. Click the **Create an Account** button. You will get an email from Medicaid asking you to click a link to finish creating your account. Click the link in the email to finish setting up your account.

Subsection 2.3 – How to Log In

Log in at the [Self-Service Portal](#). There are two places to log in (see below). The picture on the webpage may be different from the one you see below.

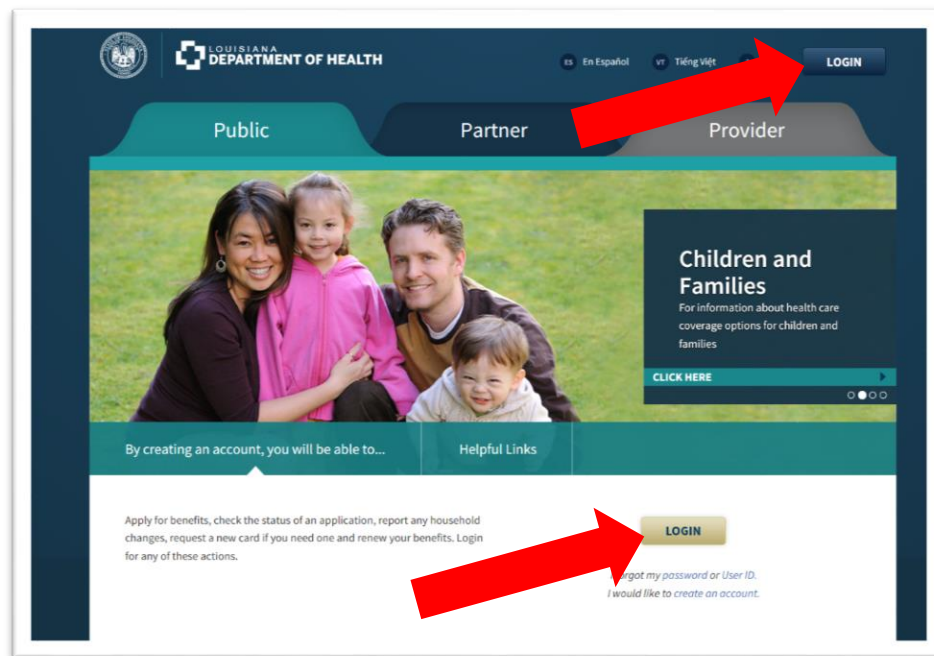


Figure 3-SSP Homepage

If you do not remember your User ID or your Password, the Login page gives you an opportunity to get those from Medicaid.

The image is a screenshot of the Louisiana Department of Health Self-Service Portal Login page. The page is titled 'Login to Your Account'. It has a 'LOGIN' section with fields for 'User ID' and 'Password'. There are links for 'I forgot my User ID' and 'I forgot my Password'. A 'Resend Confirmation Email' link is also present. A 'LOGIN' button is at the bottom. Two red arrows point to the 'I forgot my User ID' and 'I forgot my Password' links.

Figure 4-SSP Login page

Section 3 – How Do I Submit Documents If I Have a Pending Application?

If you created an account in the Self-Service Portal (SSP) and applied for Medicaid, you can submit documents through the SSP.

Step 1: Log in using the steps in [Subsection 2.3 – How to Log In](#).

Step 2: Click on My Applications.

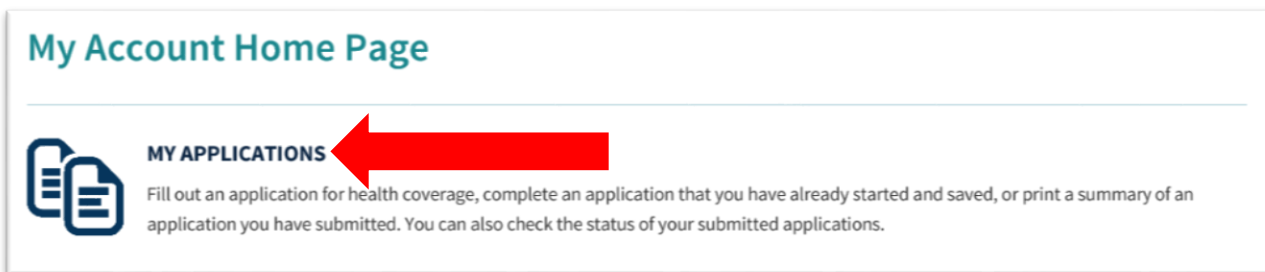


Figure 5 - My Account Home Page

Step 3: If Medicaid needs documents to verify what you reported, you will see the word **View** in the column titled **Requested Verification**. Click on the word **View** to see a popup screen with a summary of the items Medicaid needs from you.

To submit the electronic document, click on **Upload**.

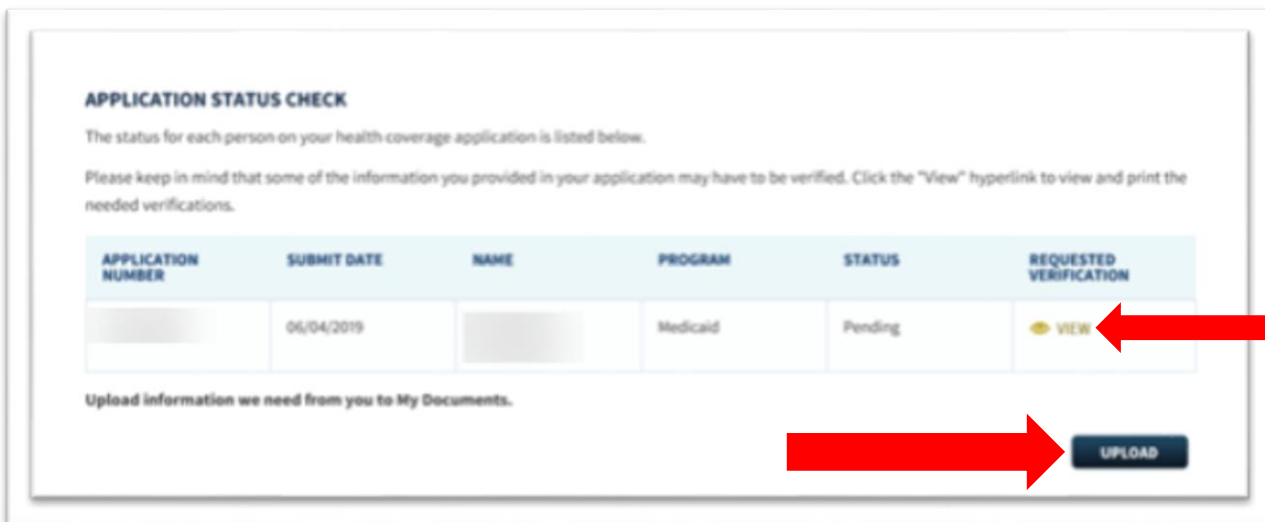


Figure 6 – Application Status Check

The **Upload a Document** page displays.

UPLOAD A DOCUMENT

1 * Document Type: < click here to choose >

* Select Person this document relates to:

2 [Person Selection]

* Upload a Document: [File Input] **BROWSE** 3

*Uploads are limited to file types of .pdf, .png, .jpeg and .tiff with a maximum size of 3 Megabytes.

Please enter the letters and/or numbers you see below. If you cannot tell what letter or numbers are being displayed, click on the "Refresh" button and the system will display new letters and/or numbers. If you are using screen reader software or cannot tell what the letter and/or numbers are, you can click on the "Listen" button and the system will read them to you (please note: your computer must be able to play sound and your volume must be on for this to work).

Q N K T D 2 [Refresh] [Listen]

* Enter the letters and/or numbers you see above: 4 [Input Field] **RESET** 5 **UPLOAD**

6 UPLOADED DOCUMENTS

UPLOAD DATE	CASE NUMBER	DOCUMENT TYPE	RELATES TO	VIEW DOCUMENT
06/04/2019	[Redacted]	Trust Account	[Redacted]	VIEW
06/03/2019	[Redacted]	Earned Income	[Redacted]	VIEW
06/03/2019	[Redacted]	Earned Income	[Redacted]	VIEW

BACK TO MY ACCOUNT

Figure 7 - Upload a Document Page

Step 4: Complete the screen titled, "Upload a Document."

- 1 Click the drop-down next to **Document Type** and choose the type of document you will upload. For a list of examples of these types of documents, see the table on page 21.
 - a. Earned Income
 - b. Unearned Income
 - c. Medical Bills
 - d. Medical Records
 - e. Treatment for Breast or Cervical Cancer
 - f. Transfer of Resource Acknowledgment
 - g. Date of Death Info
 - h. Health Coverage Details
 - i. Immigration Status
 - j. Pregnancy
 - k. Social Security Number

- l. US Citizenship
 - m. Bank Account(s)
 - n. Burial Plot
 - o. Life Insurance
 - p. Real Property
 - q. Stocks Bonds
 - r. Trust Account
 - s. Vehicle Value
 - t. Other Resource
 - u. Other Document
- 2 Check the box next to the person to whom this document relates.
 - 3 Click the **Browse** button. Find and select the file on your computer or device.
 - 4 Enter the numbers and letters shown in the box to prove you are not a robot.
 - 5 Click **Upload**.
 - 6 The **Uploaded Documents** table displays at the bottom of the screen. You may need to scroll down to see this section. Click the link titled **View** to see the document that you uploaded.

Section 4 – How Do I Submit Documents if I Have an Existing Medicaid Case?

If you have an existing Medicaid case and a Healthy Louisiana card, you can link your Medicaid case to your Self-Service Portal (SSP) account. Then you can submit documents through the SSP. If you have not linked your Medicaid case to your SSP account, see instructions in [Section 6 – How Do I Link an Existing Medicaid Case to an SSP Account?](#) to link your case.

If you do not have a Healthy Louisiana card but you have applied for Medicaid in the SSP, use the instructions in [Section 3 - How Do I Submit Documents If I Have a Pending Application?](#) to submit documents.

Subsection 4.1 – How to Submit a Document through “My Documents”

After you link your Medicaid case to your Self-Service Portal (SSP) account, you can submit documents through the SSP. First, log in at the [Self-Service Portal](#).

Step 1: Click on My Documents.

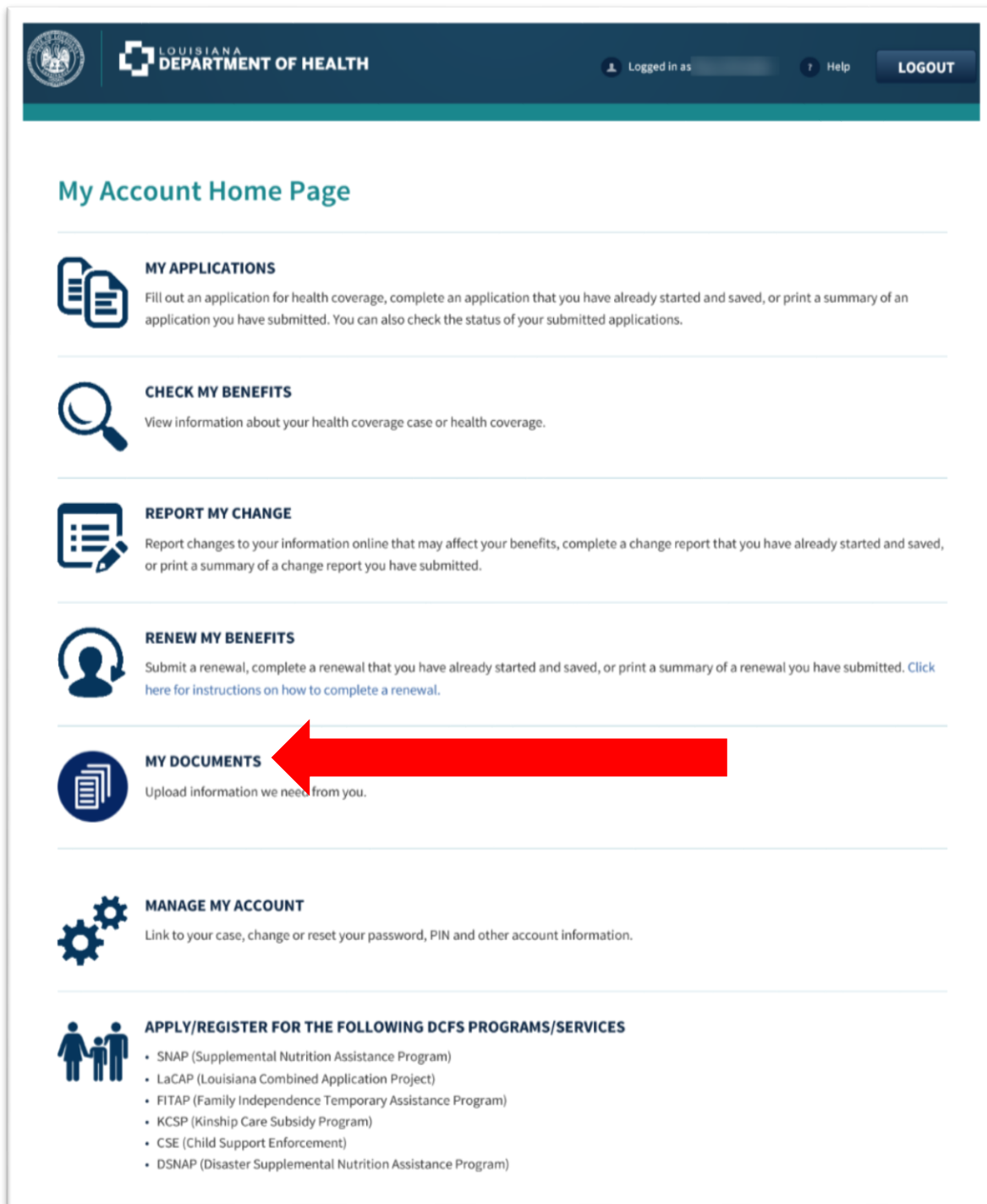


Figure 8-My Account Home Page

The **My Documents** screen appears.

My Documents

DOCUMENTS STILL REQUIRED

We do not need any information from you at this time.

TYPES OF PROOF

Click the Type of Proof button to see and print a list of the types of proof that you may need to provide. Please call us if you have any questions about what you must provide or if you need help in getting the proof. We will help get the proof you need.

TYPES OF PROOF 1

UPLOAD A DOCUMENT

2 * Document Type: < click here to choose >

* Select Person this document relates to:

3

* Upload a Document: **BROWSE** 4

*Uploads are limited to file types of .pdf, .png, .jpeg and .tif with a maximum size of 3 Megabytes.

Please enter the letters and/or numbers you see below. If you cannot tell what letter or numbers are being displayed, click on the "Refresh" button and the system will display new letters and/or numbers. If you are using screen reader software or cannot tell what the letter and/or numbers are, you can click on the "Listen" button and the system will read them to you (please note: your computer must be able to play sound and your volume must be on for this to work).

Q N K T D 2 Refresh Listen

* Enter the letters and/or numbers you see above: 5 **RESET** **UPLOAD** 6

7 UPLOADED DOCUMENTS

UPLOAD DATE	CASE NUMBER	DOCUMENT TYPE	RELATES TO	VIEW DOCUMENT
06/04/2019		Trust Account		VIEW
06/03/2019		Earned Income		VIEW
06/03/2019		Earned Income		VIEW

BACK TO MY ACCOUNT

Figure 9-My Documents Page

Step 2: Complete the fields on the My Documents screen.

- 1 If you click on the button titled **Types of Proof**, you will see a **Required Verification** popup screen that lists the verifications that Medicaid needs.

REQUIRED VERIFICATION

Please provide the verification listed below.

Application #

NAME	VERIFICATION NEEDED	VALID VERIFICATION DOCUMENTS	VERIFICATION RECEIVED DATE	VERIFICATION DUE DATE
<input type="text"/>	US Citizenship	US Public Birth Record, Final Adoption Decree, Official Military Record, Hospital Birth Record, Life/Health Insurance Record, US Passport (Valid or Lapsed), Federal or State Census Record, Physician/Midwife/Attendant Statement, Institutional Admission Papers, Medical Records, Written Affidavit for Citizenship, US Citizen Identification Card (I-197), proof of Federal Civil Service Employment Prior to 6/1/1976, Certification of Naturalization (N-550 or N-570), Certification of Citizenship (N-560 or N-561), Certification of Report of Birth (DS-1350), Consular Report-Birth Abroad/US Citizen (FS240), Certification of Birth Abroad (FS-545), Document from Federally Recognized Tribe, Northern Mariana Card (I-873), Seneca Indian Tribal Census Record, Bureau of Indian Affairs Tribal Census record of Navajo Indians.	N/A	09/02/2019
	Self Employment Payments	Your earnings for the last 30 days. Send copies of most recent federal tax return with all schedule attachments OR proof of income and expenses. Send proof of gross income, not take-home income.	N/A	06/14/2019
	Stocks Bonds	Previous three (3) months of bank account statements showing the balance as of the first day of each month and proof of any interest earned, cash, complete savings bonds certificate, mutual funds statement, time deposit certificates, retirement funds, statements, patient funds statements, savings certificates, stock certificates, Complete Annuity contract, escrow accounts statements, CD certificate, or a letter from the financial institution of safe deposit box contents so that we can determine the countable value.	N/A	06/14/2019

EXIT

Figure 10 - Required Verification Popup

2 Click the drop-down next to **Document Type** and choose the type of document you will upload. For a list of examples of these types of documents, see the table on page 21.

- a. Earned Income
- b. Unearned Income
- c. Medical Bills
- d. Medical Records
- e. Treatment for Breast or Cervical Cancer
- f. Transfer of Resource Acknowledgment
- g. Date of Death Info
- h. Health Coverage Details
- i. Immigration Status
- j. Pregnancy
- k. Social Security Number
- l. US Citizenship
- m. Bank Account(s)
- n. Burial Plot
- o. Life Insurance
- p. Real Property
- q. Stocks Bonds
- r. Trust Account
- s. Vehicle Value
- t. Other Resource
- u. Other Document

3 Check the box next to the person to whom this document relates.

4 Click the **Browse** button. Find and select the file on your computer or device.

5 Enter the numbers and letters in the box to prove you are not a robot.

6 Click **Upload**.

7 The **Uploaded Documents** table displays at the bottom of the screen. You may need to scroll down to see this section. Click the link titled **View** to see the documents that you uploaded.

Subsection 4.2 – How to Submit a Document through “Check My Benefits”

After you link your Medicaid case to your Self-Service Portal (SSP) account, you can submit documents through the SSP. First, log in at the [Self-Service Portal](#).

Step 1: Click on **Check My Benefits**.

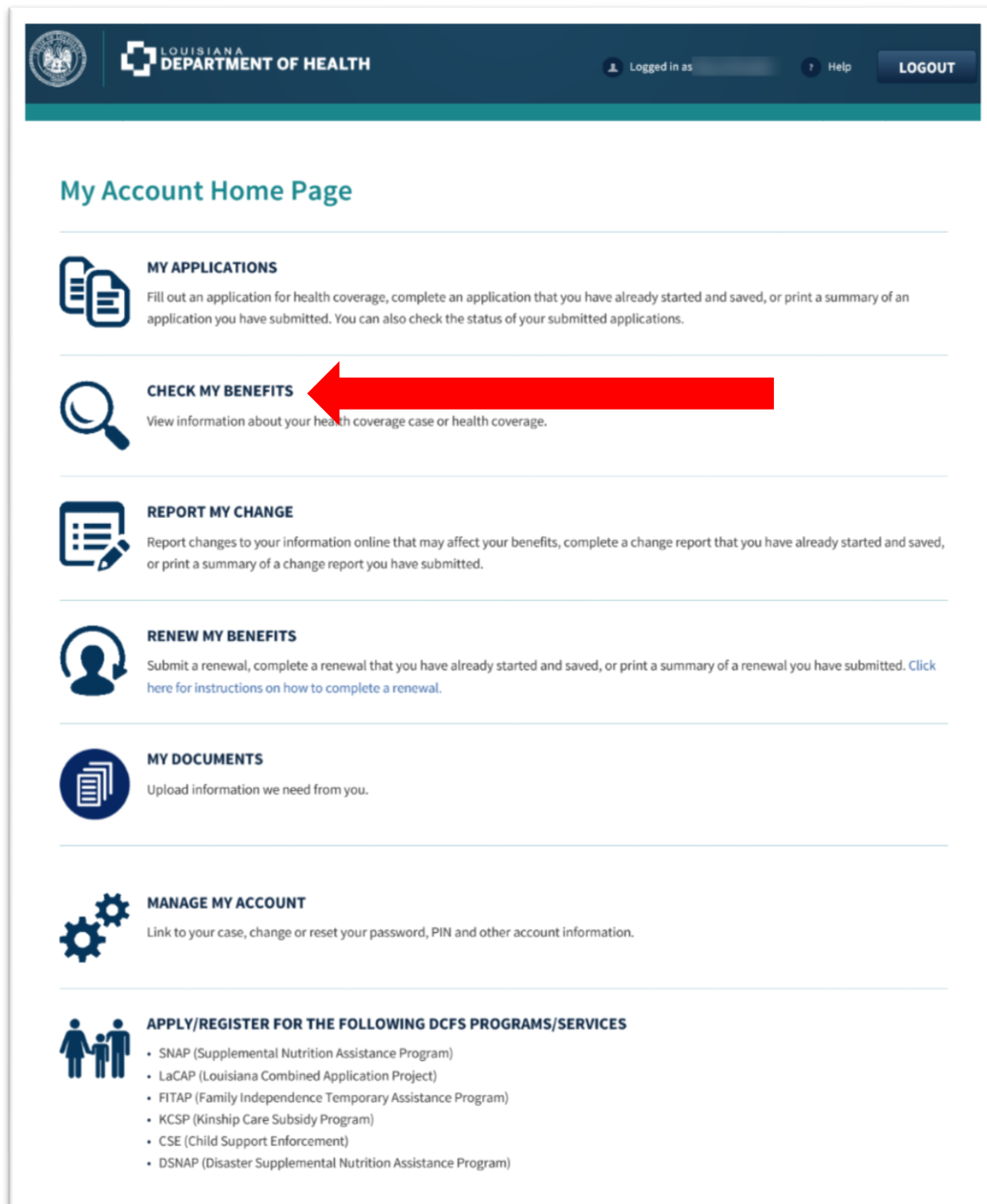


Figure 11-My Account Home Page

The **Check My Benefits** screen appears.

CHECK MY BENEFITS

The table below lists health coverage cases that you are a part of. Click on the "Manage My Account page" link to link a case to your account. After you link a case to your account, you can click the "View Details" link to see more details about your case.

MY CASES

CASE STATUS	CASE NUMBER	PRIMARY CONTACT	ADDRESS	VIEW DETAILS
Closed				VIEW DETAILS

If you would like to link a case, you may do so by going to the [Manage My Account page](#).
If you would like to change your address, you may do so by going to [Report My Change](#).

BACK TO MY ACCOUNT

Figure 12-Check My Benefits Page

Click on **View Details**.

The **Case Details** Screen appears.

CASE DETAILS

Case #

ENROLLEE	PROGRAM	BENEFIT PERIOD START DATE	BENEFIT PERIOD END DATE	HEALTH PLAN	CHILD SUPPORT ENFORCEMENT INFORMATION
	Medicaid	11/01/2018	05/31/2019	UnitedHealthcare Community Plan	

Upload information we need from you to My Documents.

UPLOAD

If you think we made a mistake on your case, you may ask for a Fair Hearing (sometimes called an Appeal). If you have an emergency health issue, and a delay will seriously jeopardize your life or health, you can ask for an expedited (faster) Fair Hearing. You may need to provide medical documents to support your request. Complete an online appeal request form available at the Division of Administrative Law's website: <http://www.adminlaw.state.la.us>.

1. Click the Forms link
2. Click the Recipient Appeal Request link.
3. Complete the Recipient Appeal Request Form.
4. Click Submit.

CHECK MY BENEFITS

Figure 13 - Case Details page

Click on **Upload**.

The **Upload a Document** page displays.

The screenshot shows the 'UPLOAD A DOCUMENT' page. It includes a form with several sections:

- 1** Document Type: A drop-down menu with the text '< click here to choose >'. Below it is a note: '* Select Person this document relates to:'.
- 2** A person selection icon (a person silhouette) next to a blurred name.
- 3** Upload a Document: A text input field followed by a 'BROWSE' button.
- A note: '*Uploads are limited to file types of .pdf, .png, .jpeg and .tiff with a maximum size of 3 Megabytes.'
- A CAPTCHA section with the text: 'Please enter the letters and/or numbers you see below. If you cannot tell what letter or numbers are being displayed, click on the "Refresh" button and the system will display new letters and/or numbers. If you are using screen reader software or cannot tell what the letter and/or numbers are, you can click on the "Listen" button and the system will read them to you (please note: your computer must be able to play sound and your volume must be on for this to work).' Below this is a CAPTCHA image showing the characters 'Q N T D 2' and two buttons: 'Refresh' and 'Listen'.
- 4** Enter the letters and/or numbers you see above: A text input field.
- 5** A 'RESET' button and an 'UPLOAD' button.
- 6** UPLOADED DOCUMENTS: A table with columns: UPLOAD DATE, CASE NUMBER, DOCUMENT TYPE, RELATES TO, and VIEW DOCUMENT.

UPLOAD DATE	CASE NUMBER	DOCUMENT TYPE	RELATES TO	VIEW DOCUMENT
06/04/2019		Trust Account		VIEW
06/03/2019		Earned Income		VIEW
06/03/2019		Earned Income		VIEW

At the bottom right is a button labeled 'BACK TO MY ACCOUNT'.

Figure 14 - Upload a Document page

1 Click the drop-down next to **Document Type** and choose the type of document you will upload. For a list of examples of these types of documents, see the table on page 21.

- a. Earned Income
- b. Unearned Income
- c. Medical Bills
- d. Medical Records
- e. Treatment for Breast or Cervical Cancer
- f. Transfer of Resource Acknowledgment
- g. Date of Death Info
- h. Health Coverage Details
- i. Immigration Status
- j. Pregnancy
- k. Social Security Number
- l. US Citizenship

- m. Bank Account(s)
- n. Burial Plot
- o. Life Insurance
- p. Real Property
- q. Stocks Bonds
- r. Trust Account
- s. Vehicle Value
- t. Other Resource
- u. Other Document

- 2 Check the box next to the person to whom this document relates.
- 3 Click the **Browse** button. Find and select the file on your computer or device.
- 4 Enter the numbers and letters in the box to prove you are not a robot.
- 5 Click **Upload**.
- 6 The list of documents shows up in the **Uploaded Documents** table at the bottom of the screen. You may have to scroll to get to the table. Click on **View** to see the document that you uploaded.

Section 5 – How Do I Know If Medicaid Received Documents I Uploaded in the SSP?

This option is only available for users who have a Medicaid case that they have linked to an account in the Self-Service Portal (SSP). If you do not have a Medicaid case, but you have applied in the SSP, see instructions in [Section 3: How Do I Submit Documents if I Have a Pending Application?](#) to check the status of documents.

Step 1: Log into the SSP. [See Subsection 2.3 How to Log In](#) for help with logging in.

The **My Account Home Page** displays.

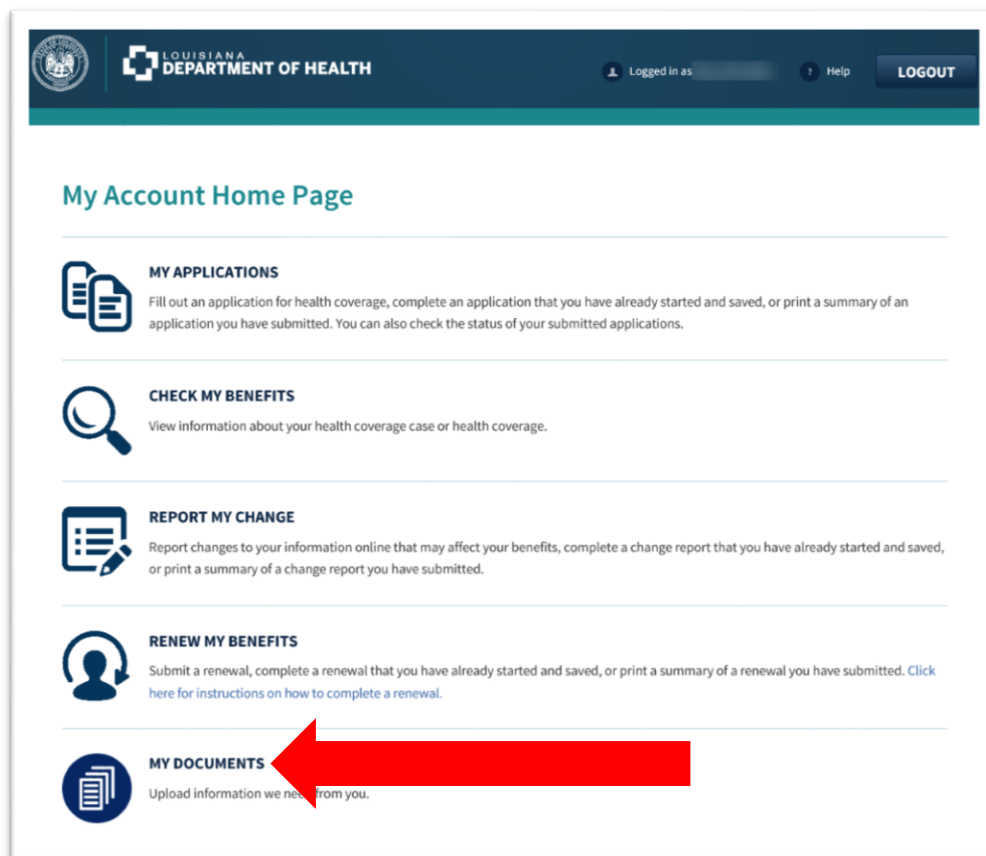


Figure 15-My Account Home Page

Step 2: Click on **My Documents**.

Step 3: When the **My Documents** page appears, scroll to the bottom and look for the **Uploaded Documents** table.

UPLOADED DOCUMENTS				
UPLOAD DATE	CASE NUMBER	DOCUMENT TYPE	RELATES TO	VIEW DOCUMENT
06/04/2019		Trust Account		VIEW
06/03/2019		Earned Income		VIEW
06/03/2019		Earned Income		VIEW

Figure 16-Uploaded Documents Table

If Medicaid received a document, a hyperlink displays with the word **View**. Click on **View** to see the document that you uploaded.

If **N/A** appears in the column titled **View Document**, then Medicaid did not receive a document with that document type.

Section 6 – How Do I Link an Existing Medicaid Case to an SSP Account

If you have an existing Medicaid case, you must link your case to your account in the Self-Service Portal (SSP) before you can upload a document.

Step 1: Log into the SSP. [See Subsection 2.3 – How to Log In](#) for help with logging in.

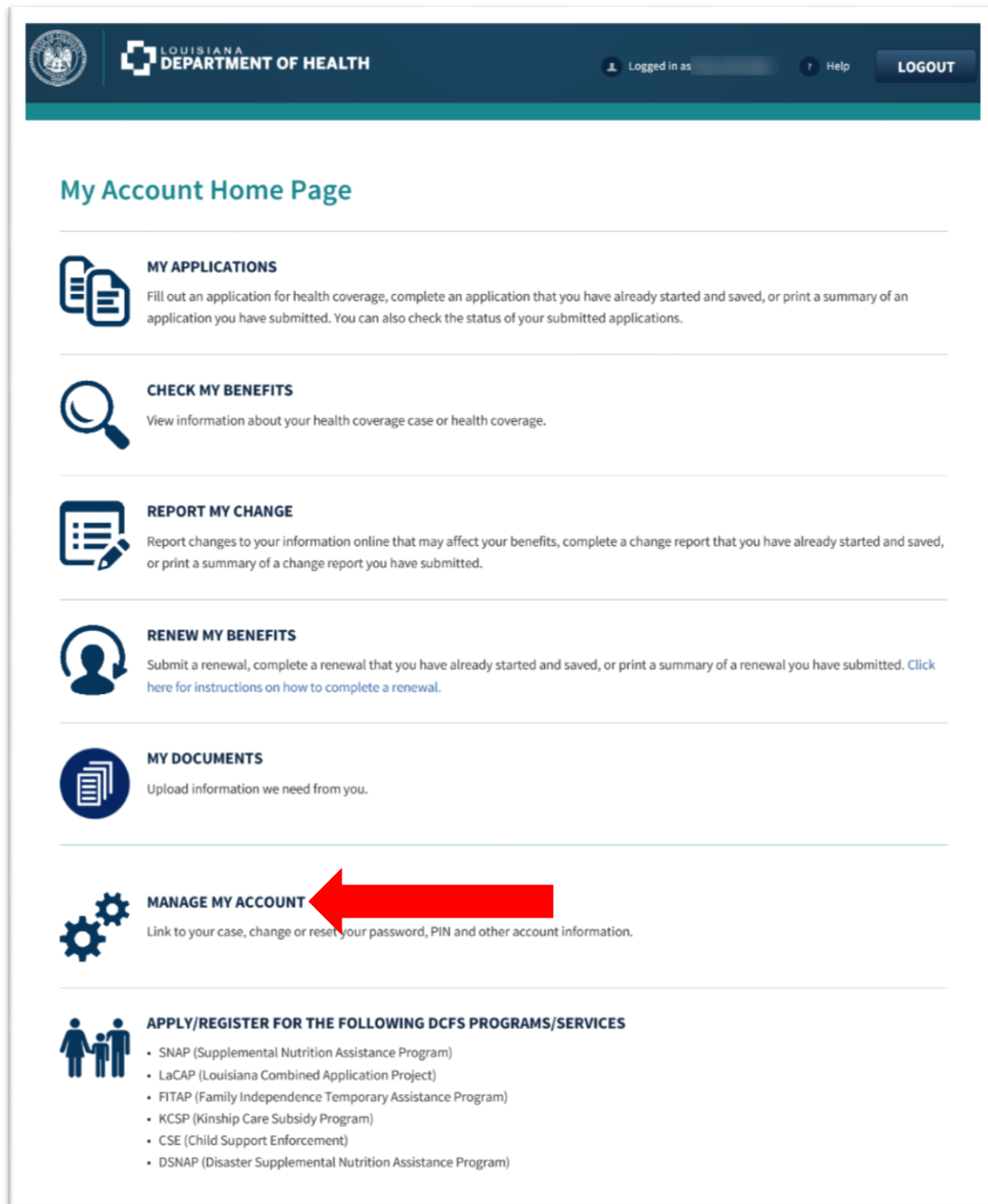


Figure 17-My Account Home Page

Step 2: Click on **Manage My Account**.

Step 3: The Manage My Account page displays.

MANAGE MY ACCOUNT

Welcome to Manage My Account. Use the fields below to update your account information. Once you have updated your account information, click on the "Update Account" button to save your changes.

You can also change your password by clicking on the link in the "Change Your Password" section on this page.

If you would like to return to your My Account information, click on the "Previous" button.

CHANGE YOUR PASSWORD

You will be required to enter your username and password again. We ask you to provide this to protect your privacy.

[Click here to change your password.](#)

UPDATE YOUR PERSONAL INFORMATION

Update your personal information in the fields below.

* First Name: Middle Name: * Last Name:

* Email Address:

* Confirm Email Address:

Phone Number (this number must have text messaging capabilities) - -

UPDATE YOUR NOTIFICATION PREFERENCES

From time to time, LDH will need to send you important notifications regarding your benefits.

* Please select how you would like to receive these messages from the following options:

☐ Standard U.S. Postal mail (we will use the address we have on file from your case)

☒ Email

☐ Text message (you must have provided a cell phone number in the above section)

Please note that the text messaging and email notice system is not available at this time. Your choice will be saved, but notices will come by mail until the system is ready. Charges from your carrier may apply if text messaging is selected.

CURRENT PIN NUMBER

Update your PIN in the field below. Keep in mind that you will need your PIN when electronically signing anything you submit to LDH.

* PIN: PIN must be 6 numbers long and can only contain numeric characters (0-9).

CASE LINKING INFORMATION

* Would you like to link an existing case to your account? Yes

To link a case to your account, enter the Last Name and Date of Birth of the Primary Contact on the case and enter the Medicaid Card Number or Medicare Claim Number of any individual on the case. Your Medicaid card number is on the front of your Medicaid card. [Click here for an example of your Medicaid card.](#) If you do not have your Medicaid card, you will need to call Medicaid to get that number. The Medicaid hotline number is 1-888-342-6207.

* Last Name:

* Date of Birth:

* Please choose one of the following to provide:

Figure 18-Manage My Account Page

1. For the question, “Would you like to link an existing case to your account?” select **yes**.
2. Enter the **Last Name** and **Date of Birth** of the Primary Contact. Enter the **Medicaid Card Number** or **Medicare Claim Number** of any individual receiving benefits on the case. The Medicaid Card Number is on the front of the Medicaid card.



Figure 19-Healthy Louisiana card

3. Click **Update Account**.

Step 4: A screen displays to confirm that your account was updated.

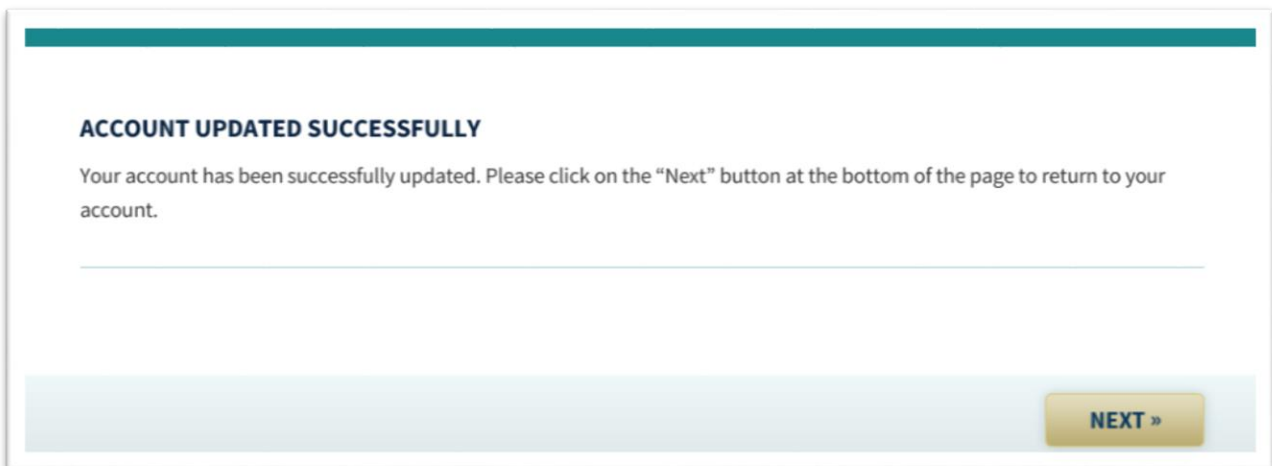


Figure 20-Account Updated Successfully Page

You have now linked your Medicaid case to your SSP account and can upload documents in SSP. See Instructions in [Section 4 – How Do I Submit Documents if I Have an Existing Medicaid Case?](#) for help with uploading documents.

Section 7 – Types of Documents

Below is a list of document types that Medicaid may ask for and examples of those documents. If you need help, call Medicaid at 1-888-342-6207.

Document Type	Example
Earned Income	To prove the gross (before deductions) amount of money you get from a job, provide a pay stub or statement from your employer. To prove the amount of money you get from self-employment, provide last year's tax return, including all schedule attachments.
Unearned Income	To prove the gross (before deductions) amount of unearned income you get from sources like retirement, pension, annuities or any other income, provide a tax document like a tax form 1099, or provide a statement or letter from the source showing the current gross amount of income.
Medicaid Bills	Provide a medical bill or statement to prove the amount you owe the medical provider. If you have a primary insurance, such as Blue Cross or Medicare, then Medicaid will need to know the amount owed after your primary insurance has paid.
Treatment for Breast or Cervical Cancer	Provide a medical report from an approved provider in the Louisiana Breast and Cervical Health Program. See the list of approved providers at www.lbchp.org .
Transfer of Resource Acknowledgment	To prove the transfer of items that you gave away, provide a courthouse record, act of donation, signed agreement of donation, or bill of sale. Also, provide a statement of the values of any items that were given away.
Date of Death Info	To prove the date of death, provide a death certificate or obituary.
Health Coverage Details	To prove health insurance coverage details, provide copies of the front and back of the health insurance cards.
Immigration Status	To prove immigration status, provide a copy of the permanent resident card or other forms from U.S. Citizenship and Immigration Services.
Pregnancy	To prove pregnancy, provide a medical report showing the expected date of delivery.
Social Security Number	To prove the Social Security Number, provide a copy of the Social Security card.
US Citizenship	To prove U.S. Citizenship, provide a copy of a birth certificate, U.S. Passport or hospital birth record.

Bank Accounts	To prove the amount of money available in a bank account, provide all pages of the most recent bank statements for all bank accounts, showing names on the accounts, account numbers, name and address of the bank, and all deposits and withdrawals for accounts.
Burial Plot	To prove the value of burial plots, provide copies of statements that show the values of burial spaces and how much is owed.
Life Insurance	To prove the value of life insurance, provide copies of all life and burial policies.
Property	To prove the value of the real property, like a home or property, provide a statement showing the fair market value as stated by someone who has knowledge of determining fair market values, like an appraiser or realtor. Also, provide proof of what percentage of the property is owned by the applicant.
Stocks and Bonds	To prove the value of stocks and bonds, send copies of statements showing the current values.
Trust Account	To prove the value of trust accounts, send a copy of trust documents filed at the courthouse.
Vehicle Value	For vehicles, send a copy of the title or vehicle registration. Medicaid will use the value as listed online on the National Automobile Dealers Association (NADA) site.
Other Resource	For other resources, send legal documents showing proof of ownership and statements showing the current value.
Other Document	If you need help to determine what documents to send, call Medicaid at 1-888-342-6207.

